

Aetna Health Inc.

Houston

Survey (CAHPS™3.0H) Results

Response Rate 28%

State Averages

Compiled from the 31 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 34%

Percentage who rated
6 or lower

Percentage who rated
7 or 8

Percentage who rated
9 or 10

State Averages

The bar graph is
on a scale from
0 = worst and
10 = best.

On their health plan

24%

41%

35%

21%

38%

41%

On their health care

10%

40%

50%

12

35%

53%

On their specialist

12%

29%

60%

13

29%

57%

On their doctor or nurse

12%

36%

51%

13

35%

52%

Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...

State Averages

Got care without long waits

26%

31%

43%

24%

32%

45%

Had doctors communicate well

9

32%

58%

8

30%

62%

Had courteous, respectful, & helpful office staff

8

30%

62%

8

26%

66%

Had their plan handle claims quickly & correctly

8

39%

53%

11

34%

55%

Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...

State Averages

Getting needed care

8

19%

72%

7

15%

78%

With efficiency & helpfulness of customer service

9

22%

69%

7

21%

72%